



INDIVIDUAL RIGHTS

VARIANCE REPORT

PROGRAM TITLE:

INDIVIDUAL RIGHTS

PROGRAM-ID:

7/28/10

PROGRAM STRUCTURE NO: 10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	619.00	528.00	- 91.00	15	594.00	516.00	- 78.00	13	594.00	577.00	- 17.00	3
EXPENDITURES (\$1000's)	71,701	62,494	- 9,207	13	17,097	14,739	- 2,358	14	56,196	53,760	- 2,436	4
TOTAL COSTS												
POSITIONS	619.00	528.00	- 91.00	15	594.00	516.00	- 78.00	13	594.00	577.00	- 17.00	3
EXPENDITURES (\$1000's)	71,701	62,494	- 9,207	13	17,097	14,739	- 2,358	14	56,196	53,760	- 2,436	4
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+ 0	0	100	100	+ 0	0
2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					92	89	- 3	3	95	96	+ 1	1
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					95	91	- 4	4	95	90	- 5	5

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

PART I - EXPENDITURES AND POSITIONS

The variance in the Individual Rights Program position counts are due to vacancies pending recruitment and filling, as well as recruitment difficulties. The variance for expenditures is generally attributed to personnel expenditures being less than planned due to position vacancies. Details of the position and expenditure variances are best examined at the lowest program level.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

VARIANCE REPORT

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	471.00	393.00	- 78.00	17	446.00	386.00	- 60.00	13	446.00	438.00	- 8.00	2
EXPENDITURES (\$1000's)	57,782	48,655	- 9,127	16	13,392	11,342	- 2,050	15	45,073	43,331	- 1,742	4
TOTAL COSTS												
POSITIONS	471.00	393.00	- 78.00	17	446.00	386.00	- 60.00	13	446.00	438.00	- 8.00	2
EXPENDITURES (\$1000's)	57,782	48,655	- 9,127	16	13,392	11,342	- 2,050	15	45,073	43,331	- 1,742	4
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
PART II: MEASURES OF EFFECTIVENESS					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+ 0	0	100	100	+ 0	0
2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					92	89	- 3	3	95	96	+ 1	1
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					95	91	- 4	4	95	90	- 5	5

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

VARIANCE REPORT

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	255.00	204.00	- 51.00	20	239.00	197.00	- 42.00	18	239.00	238.00	- 1.00	0
EXPENDITURES (\$1000's)	37,909	31,300	- 6,609	17	8,716	6,979	- 1,737	20	29,322	28,784	- 538	2
TOTAL COSTS												
POSITIONS	255.00	204.00	- 51.00	20	239.00	197.00	- 42.00	18	239.00	238.00	- 1.00	0
EXPENDITURES (\$1000's)	37,909	31,300	- 6,609	17	8,716	6,979	- 1,737	20	29,322	28,784	- 538	2
PART II: MEASURES OF EFFECTIVENESS					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
1. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+ 0	0	100	100	+ 0	0
2. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					92	89	- 3	3	95	96	+ 1	1
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					95	91	- 4	4	95	90	- 5	5

**Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)**

STATE OF HAWAII

PROGRAM TITLE:

CABLE TELEVISION

PROGRAM-ID:

CCA-102

PROGRAM STRUCTURE NO:

10010301

REPORT V61

7/28/10

-615-

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: CABLE TELEVISION

**10 01 03 01
CCA 102**

PART I - EXPENDITURES AND POSITIONS

The expenditure variance for FY 09 is because no contributions were made to Institutional Network (INET) projects via INET partners.

PART II - MEASURES OF EFFECTIVENESS

No variances in the Measures of Effectiveness.

PART III - PROGRAM TARGET GROUPS

No variances in the Program Target Group.

PART IV - PROGRAM ACTIVITIES

No significant variances in Program Activities.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

PROGRAM-ID:

CCA-103

7/28/10

PROGRAM STRUCTURE NO:

10010302

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	23.00	12.00	-	11.00	48	15.00	12.00	-	3.00	20	15.00	15.00	+	0.00	0
EXPENDITURES (\$1000's)	2,706	2,559	-	147	5	307	266	-	41	13	1,862	1,788	-	74	4
TOTAL COSTS															
POSITIONS	23.00	12.00	-	11.00	48	15.00	12.00	-	3.00	20	15.00	15.00	+	0.00	0
EXPENDITURES (\$1000's)	2,706	2,559	-	147	5	307	266	-	41	13	1,862	1,788	-	74	4

	FISCAL YEAR 2008-09				FISCAL YEAR 2009-10					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. AV% DEC ON UTIL & TRANP AGREE W/DIV RECOMMENDATNS	80	80	+	0	0	80	80	+	0	0
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	623	3725	+	3102	498	10000	26624	+	16624	166
3. CONS SAV DUE TO PARTIC IN MOTOR CARR PROC (000'S)	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
4. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	NO DATA	0	-	0	0	NO DATA	0	-	0	0
5. % PROCEDURAL DEADLINES MET	100	100	+	0	0	100	99	-	1	1
6. # PEOPLE REACHED THROUGH EDUC/OUTREACH EVENTS	3000	2800	-	200	7	2500	2500	+	0	0
7. # OF NEWSLETTERS/PUBLICATIONS DISTRIBUTED	2000	2000	+	0	0	500	2000	+	1500	300
8. # OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	24	NO DATA	-	24	100	24	NO DATA	-	24	100
9. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	16	18	+	2	13	15	19	+	4	27
PART III: PROGRAM TARGET GROUP										
1. DE FACTO POPULATION IN HAWAII (000'S)	1421	1295	-	126	9	1435	1300	-	135	9
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	410	411	+	1	0	405	411	+	6	1
3. # OF NON-RESIDENTIAL USERS (000'S)	65	64	-	1	2	67	64	-	3	4
4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC	4	4	+	0	0	4	4	+	0	0
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	22	24	+	2	9	24	29	+	5	21
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	180	177	-	3	2	215	175	-	40	19
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	38	40	+	2	5	41	42	+	1	2
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	595	600	+	5	1	450	600	+	150	33
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	639	651	+	12	2	600	651	+	51	9
10. # WATER CARRIERS REGULATED BY PUC	4	4	+	0	0	4	4	+	0	0
PART IV: PROGRAM ACTIVITY										
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	5	3	-	2	40	5	7	+	2	40
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	36	154	+	118	328	100	0	-	100	100
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	26	65	+	39	150	140	50	-	90	64
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	2	1	-	1	50	1	1	+	0	0
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	12	4	-	8	67	10	5	-	5	50
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	1	12	+	11	1100	4	7	+	3	75
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	1	5	+	4	400	4	4	+	0	0

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

10 01 03 02
CCA 103

PART I - EXPENDITURES AND POSITIONS

The position variances are largely due to position vacancies; recruitment difficulties caused by various factors have generally resulted in the Division having a number of vacancies.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The variance reflects forecasting uncertainties from unknown factors such as if and when a company will file an application, and when and how the Hawaii Public Utilities Commission ("PUC") will rule on that application. The possible savings are also affected by the size of the utility companies that are seeking rate changes. The greater savings in FY 09 and FY 10 were related to the timing of the PUC decision and orders as well as the number of applications filed by the larger utility companies.

Item 6: The variance is due to the Division's effort to actively seek out opportunities to increase consumer contact by appearing at events anticipated to reach a greater number of utility consumers and uses those and other opportunities to inform consumers of its quarterly newsletters, which are also provided to consumers through electronic mail.

Item 8: Data not available.

Item 9: The variance reflects forecasting uncertainties related to various factors affecting the determination of how much energy is derived from non-fossil fuels. It should be further noted that the value reported reflects the amount reported for renewable portfolio standards and includes energy efficiency savings. If the value is recalculated to eliminate the savings associated with energy efficiency, the actual amount of energy derived from non-fossil fuels approximates 10%.

PART III - PROGRAM TARGET GROUPS

No significant variance in the Program Target Group.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3, 4, and 5: The variance reflects the forecasting uncertainties associated with when utility companies file applications or when the PUC might open generic dockets to address certain matters. As a result of Hawaii's Clean Energy Initiative, there are a number of generic dockets being opened and is requiring significant amounts of resources from the participating parties, including the Consumer Advocate. The number of rate case applications is greater than the historical average, most likely due to a decreasing number of sales for these utility companies, which will result in lower margins for the utility companies. For the electric companies, due to the greater amount of investments needed to accommodate greater levels of renewable energy, their recorded rate of return has eroded, which increases their need for rate increases. The number of tariffs filed by motor carriers has not significantly varied from historical averages, but the Division has decided not to review any of these tariffs in order to better reallocate its resources towards other more weighty matters. Similarly, the number of non-rate applications received has not decreased significantly, but for FY 10, the Consumer Advocate anticipates participating in less of these applications in order to better allocate its available resources.

Items 6 and 7: The original estimate may have been based on the period when the Division first hired its educational specialist. However, the Division now expects that it will produce a newsletter at least on a quarterly basis, with a special newsletter when conditions warrant the production of any such newsletter. In addition, the number of events attended has certainly increased from when the educational specialist was first hired, but as mentioned in Part II, the Division will be considering the need to reduce the expenses incurred in order to facilitate the appearance at consumer oriented events.

STATE OF HAWAII

PROGRAM TITLE:

FINANCIAL INSTITUTION SERVICES

PROGRAM-ID:

CCA-104

PROGRAM STRUCTURE NO: 10010303

VARIANCE REPORT

REPORT V61

7/28/10

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's) OPERATING COSTS POSITIONS EXPENDITURES (\$1000's) TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	FISCAL YEAR 2008-09					THREE MONTHS ENDED 09-30-09					NINE MONTHS ENDING 06-30-10				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
	32.00	26.00	-	6.00	19	30.00	24.00	-	6.00	20	30.00	30.00	+	0.00	0
	2,814	2,422	-	392	14	630	553	-	77	12	2,334	2,180	-	154	7
	32.00	26.00	-	6.00	19	30.00	24.00	-	6.00	20	30.00	30.00	+	0.00	0
	2,814	2,422	-	392	14	630	553	-	77	12	2,334	2,180	-	154	7

PART II: MEASURES OF EFFECTIVENESS 1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES 2. %COMPL FIN INST APPL PROC TIMELY & PURS TO STAT 3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS 4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS 5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 30 DAYS	FISCAL YEAR 2008-09					FISCAL YEAR 2009-10				
	PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
	92	89	-	3	3	95	96	+	1	1
	95	89	-	6	6	90	85	-	5	6
	90	91	+	1	1	90	90	+	0	0
	90	95	+	5	6	90	90	+	0	0
	90	73	-	17	19	90	85	-	5	6

PART III: PROGRAM TARGET GROUP 1. DE FACTO POPULATION IN HAWAII (000) 2. FIN INST, BRANCHES & OTHER OFFICES REGULATED										
	1421	1389	-	32	2	1435	1394	-	41	3
	1517	1195	-	322	21	1547	860	-	687	44

PART IV: PROGRAM ACTIVITY 1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED 2. # OF APPLICS OF FINAN INSTS REVIEWED 3. # OF WRITTEN INQUIRIES RECEIVED 4. # OF LICENSES RENEWED 5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW 6. # OF WRITTEN COMPLAINTS RECEIVED 7. # OF TELEPHONE/WALK-IN INQUIRIES RECEIVED										
	236	245	+	9	4	245	275	+	30	12
	110	180	+	70	64	119	190	+	71	60
	322	276	-	46	14	328	320	-	8	2
	169	147	-	22	13	172	144	-	28	16
	52	52	+	0	0	54	55	+	1	2
	90	83	-	7	8	92	81	-	11	12
	4600	4341	-	259	6	4600	4200	-	400	9

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL INSTITUTION SERVICES

PART I - EXPENDITURES AND POSITIONS

Position count: FY 09 and first quarter FY 10 variances are primarily due to 3 new positions for the money transmitter (MT) program that could not be filled until after 12/2009 because of the delayed effective date of Act 195, Session Laws of Hawaii (SLH) 2008 which was to provide funding for these new positions.

Expenditures: FY 09 and first quarter FY 10 variances are generally attributed to personnel expenditures being less than planned due to vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 5. Due to efforts to process the large number of applications received in FY 09 in a timely manner, and the inability to fill positions for the MT program requiring that existing staff be assigned to review MT applications and other MT-related filings, the division was unable to review the audited financial statements as originally planned.

PART III - PROGRAM TARGET GROUPS

Item 2. Variance in both FYs 09 and 10 is primarily due to the smaller number of MT offices that are regulated because Act 195, SLH 2008 provided for a limited exemption for financial institutions as authorized delegates of an MT, resulting in all financial institutions authorized delegate offices being excluded from the number of institutions, branches and other offices regulated. Additionally, the projected variance for FY 10 is also due to several MTs restructuring their business and either reducing the number of offices in Hawaii or not renewing their license. In both FYs, there has been a decline in the number of offices of financial institutions and escrow depositories, largely due to the economic climate.

PART IV - PROGRAM ACTIVITIES

Item 1. Budgeted exams for FY 10 did not include the examination of any escrow depositories because unlike financial institutions regulated under Chapter 412, Hawaii Revised Statutes (HRS), the examinations of escrow

depositories are discretionary under Chapter 449, HRS. However, due to recent trends and issues in the real estate market, complaints received, and follow-up on prior examination issues, the examinations of several escrow depositories are estimated to be conducted in FY 10.

Item 2. The number of applications varies from year to year. Budgeted numbers for FYs 09 and 10 were based on prior 3-year average which was then adjusted to reflect that division estimated it would receive an additional 40 applications due to the MT program; however, actual applications for FY 09 and estimated for FY 10 are greater than budgeted primarily because as financial institutions and escrow depositories restructure their operations or downsize, they have had to submit applications to the division.

Item 3. The number of written inquiries varies from year to year. The budgeted number for FY 09 was based on prior 3-year average.

Item 4. Variances in licenses renewed for both FYs 09 and 10 are due to the continued decrease in number of escrow depository and financial services loan company licenses as both industries continued the downsizing of their operations that began in 2008 due to economic conditions.

Item 6. The number of complaints varies from year to year, but was anticipated to increase based on the economic climate. The number budgeted for FY 10 was based on a slight increase to the prior 5-year average; however, based on actual number of complaints received in FY 09 and actual FY 10 complaints received year-to-date, the estimated complaints to be received in FY 10 was decreased.

STATE OF HAWAII

PROGRAM TITLE:

PROFESSIONAL & VOCATIONAL LICENSING

PROGRAM-ID:

CCA-105

PROGRAM STRUCTURE NO: 10010304

VARIANCE REPORT

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	60.00	49.00	- 11.00	18	58.00	49.00	- 9.00	16	58.00	57.00	- 1.00	2
EXPENDITURES (\$1000's)	7,111	5,667	- 1,444	20	1,750	1,309	- 441	25	5,827	5,723	- 104	2
TOTAL COSTS												
POSITIONS	60.00	49.00	- 11.00	18	58.00	49.00	- 9.00	16	58.00	57.00	- 1.00	2
EXPENDITURES (\$1000's)	7,111	5,667	- 1,444	20	1,750	1,309	- 441	25	5,827	5,723	- 104	2
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS					95	92	- 3	3	95	95	+ 0	0
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS					97	64	- 33	34	97	97	+ 0	0
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED					0	0	+ 0	0	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1421	1389	- 32	2	1435	1394	- 41	3
2. PERS/BUS LIC BY PVL (ALL STATUSES)					329000	326222	- 2778	1	331000	331000	+ 0	0
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)					137000	128895	- 8105	6	137000	135000	- 2000	1
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL					46	47	+ 1	2	47	47	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. # OF PROF & VOC APPLICATIONS RECEIVED					14000	13130	- 870	6	14000	14000	+ 0	0
2. # OF EXAMINEES & REEXAMINEES					10060	8520	- 1540	15	10060	10060	+ 0	0
3. # OF APPLICANTS LICENSED					13000	10097	- 2903	22	13000	13000	+ 0	0
4. # OF PERMITS ISSUED					2450	1866	- 584	24	2450	2450	+ 0	0
5. # OF LICENSES RENEWED					50000	68782	+ 18782	38	50000	50000	+ 0	0
6. # OF UPDATE TRANSACTIONS FOR LICENSES					205000	222350	+ 17350	8	205000	205000	+ 0	0
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS					62500	65840	+ 3340	5	62500	64000	+ 1500	2
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS					101650	97583	- 4067	4	101650	101650	+ 0	0
9. # OF SUBDIVISION FILINGS RECEIVED					11	5	- 6	55	11	5	- 6	55
10. # OF EXAMS & EXAM PROC DEV, MODIFIED OR REVIEWED					28	30	+ 2	7	28	28	+ 0	0

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

10 01 03 04
CCA 105

PART I - EXPENDITURES AND POSITIONS

Position Count: The variance resulted from position vacancies pending recruitment and filling.

Expenditures: The variance is generally attributed to position vacancies and recovery claims. Recovery claims are contingent on the number of claims filed and the nature of the claims.

PART II - MEASURES OF EFFECTIVENESS

Item 2. The variance is due to staffing shortfalls as a result of position vacancies.

PART III - PROGRAM TARGET GROUPS

No significant variances in the Program Target Group.

PART IV - PROGRAM ACTIVITIES

Item 2. The variance decrease is due to the increase in mobility of licensure exam requirements amongst other states, which allows applicants to transfer exam scores from other states to Hawaii. Economic conditions additionally engendered a decrease in the number of examinees in the area of real estate.

Item 3. The variance decrease is due to economic conditions which engendered a decrease in applications received in the areas of mortgage, massage, cosmetology, motor vehicle industry, and real estate, which all resulted in a decrease of licenses issued.

Item 4. The variance decrease is due to economic conditions which engendered a decrease in permits issued in the areas of motor vehicle industry, cosmetology, and real estate appraiser.

Item 5. The variance increase is due to the increased number of current licensees which resulted in an increase in the number of licenses renewed.

Item 9. The variance is due to Hawaii's economic situation and where developers are less inclined to develop and register subdivisions in a soft economy.

STATE OF HAWAII

PROGRAM TITLE:

PUBLIC UTILITIES COMMISSION

PROGRAM-ID:

BUF-901

PROGRAM STRUCTURE NO: 10010305

VARIANCE REPORT

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	55.00	41.00	-	14.00	25	51.00	37.00	-	14.00	27	51.00	51.00	+	0.00	0
EXPENDITURES (\$1000's)	10,430	8,290	-	2,140	21	2,491	1,705	-	786	32	7,473	7,537	+	64	1
TOTAL COSTS															
POSITIONS	55.00	41.00	-	14.00	25	51.00	37.00	-	14.00	27	51.00	51.00	+	0.00	0
EXPENDITURES (\$1000's)	10,430	8,290	-	2,140	21	2,491	1,705	-	786	32	7,473	7,537	+	64	1
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD					100	100	+	0	0	100	100	+	0	0	
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD					100	100	+	0	0	100	100	+	0	0	
3. % INFORMAL COMPLAINT RESOLVED IN REASONABLE TIME					90	90	+	0	0	90	90	+	0	0	
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES					175	175	+	0	0	175	175	+	0	0	
5. AV NO. ELECTRIC SVC INTERRUPTNS PER CUSTOMER SVCD					2	2	+	0	0	2	2	+	0	0	
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR					2	2	+	0	0	2	2	+	0	0	
PART III: PROGRAM TARGET GROUP															
1. ELECTRIC AND GAS COMPANIES					5	5	+	0	0	5	5	+	0	0	
2. PROPERTY CARRIERS					500	500	+	0	0	500	500	+	0	0	
3. PASSENGER CARRIERS					600	600	+	0	0	600	600	+	0	0	
4. WATER COMMON CARRIERS					4	4	+	0	0	4	4	+	0	0	
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES					37	37	+	0	0	37	37	+	0	0	
6. TELECOMMUNICATIONS COMPANIES					150	150	+	0	0	150	150	+	0	0	
7. OPERATORS OF SUBSURFACE INSTALLATIONS					80	80	+	0	0	80	80	+	0	0	
8. PETROLEUM DISTRIBUTORS					27	27	+	0	0	27	27	+	0	0	
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF APPLICATIONS FILED					400	400	+	0	0	400	400	+	0	0	
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR					800	800	+	0	0	800	800	+	0	0	
3. NO. OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS					25	25	+	0	0	25	25	+	0	0	
4. NUMBER OF CITATIONS ISSUED					100	100	+	0	0	100	100	+	0	0	
5. NUMBER OF INFORMAL COMPLAINTS FILED					500	500	+	0	0	500	500	+	0	0	

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

**10 01 03 05
BUF 901**

PART I - EXPENDITURES AND POSITIONS

FY 2008-09

The variance in expenditures and positions in FY 09 were primarily due to 14.00 vacant positions and lower actual other current expenses. A majority of the vacant positions are pending classification actions and a review of operational requirements.

FY 2009-10

The 1st quarter variance in positions was due to 14.00 vacant positions. These positions are planned to be filled by fiscal year end with due consideration given to the Executive policy currently in place. The variance in expenditures is primarily due to the vacant positions and deferral of some 1st quarter expenditures that were expended in the 2nd quarter. For the remainder of FY 10, we are anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

No variances.

PART III - PROGRAM TARGET GROUPS

No variances.

PART IV - PROGRAM ACTIVITIES

No variances.

STATE OF HAWAII

PROGRAM TITLE:

INSURANCE REGULATORY SERVICES

PROGRAM-ID:

CCA-106

PROGRAM STRUCTURE NO:

10010306

VARIANCE REPORT

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	81.00	72.00	- 9.00	11	81.00	71.00	- 10.00	12	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,616	11,355	- 2,261	17	3,053	2,662	- 391	13	11,024	10,784	- 240	2
TOTAL COSTS												
POSITIONS	81.00	72.00	- 9.00	11	81.00	71.00	- 10.00	12	81.00	81.00	+ 0.00	0
EXPENDITURES (\$1000's)	13,616	11,355	- 2,261	17	3,053	2,662	- 391	13	11,024	10,784	- 240	2
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					95	91	- 4	4	95	90	- 5	5
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	100	+ 0	0	100	100	+ 0	0
3. % CAPTIVE INSUR EXAM WKLD CMP EV 3 YR OR W/IN 5 YR					70	50	- 20	29	70	50	- 20	29
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS					95	95	+ 0	0	95	85	- 10	11
5. % MV INSURANCE FRAUD CASES INDICTED BY STATE					100	100	+ 0	0	100	100	+ 0	0
6. % CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES					4.0	5.0	+ 1	25	3.0	7.0	+ 4	133
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1421	1389	- 32	2	1435	1394	- 41	3
2. INSURER LICENSEES REGULATED BY INSURANCE DIV					990	1004	+ 14	1	995	1010	+ 15	2
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION					174	163	- 11	6	170	168	- 2	1
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION					40000	40475	+ 475	1	40000	42000	+ 2000	5
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)					926	922	- 4	0	926	922	- 4	0
PART IV: PROGRAM ACTIVITY												
1. # OF INSURER REPTS ANALYZD FOR HJUP RATE MAKING					23	7900	+ 7877	34248	23	7900	+ 7877	34248
2. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED					120000	118946	- 1054	1	123931	120000	- 3931	3
3. # OF COMPLAINTS					780	593	- 187	24	780	550	- 230	29
4. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS					55	68	+ 13	24	60	60	+ 0	0
5. # INFORM BRFGS & CAPTIVE DEV ACTIVITIES DURING YR					24	24	+ 0	0	25	25	+ 0	0
6. # OF ANNUAL COMPANY FILINGS PROCESSED					1987	1897	- 90	5	2067	1942	- 125	6
7. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED					10	40	+ 30	300	10	34	+ 24	240
8. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES					35	27	- 8	23	35	21	- 14	40
9. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED					7100	7953	+ 853	12	7100	8000	+ 900	13
10. # OF PREMIUM TAX STATEMENTS FILED					7312	6808	- 504	7	7312	6980	- 332	5

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

10 01 03 06
CCA 106

PART I - EXPENDITURES AND POSITIONS

Position Count: The variance resulted from position vacancies pending recruitment and filling or recruitment difficulties.

Expenditures: The variance is generally attributed to position vacancies and unexpended funds for personal services on a fee basis, including contingent costs for insolvencies.

PART II - MEASURES OF EFFECTIVENESS

Item 3. The drop in captive exams completed within the required timeframe is generally attributed to position vacancies and recruitment difficulties.

Item 6. As the economy begins to improve, the number of captives formed in Hawaii will increase.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1. The variance arose due to the continued receipt of paper filings, it was hoped that the statistical agent, AIPSO would compile the data for the Hawaii Joint Underwriting Plan (HJUP).

Item 3. Actual complaints in FY 09 were 24% less than anticipated. Insurance rates on automobile and homeowner policies have remained stable and competitive, which has led to fewer complaints in this area. Additionally, suitability laws for annuity sales have also led to fewer complaints regarding unethical sales practices.

Item 4. As the economy worsened in FY 09, there was a larger than expected increase in fraud referrals and complaints.

Item 7. This Program Activity is comprised of two types, Captives and

Insurers. It appears the budget estimates used accounted for certificate of authority renewals for Captives only. This has been corrected and the actual FY 09 and estimated FY 10 figures included both types.

Item 8. The variance for the FY 09 is due to a change in the statute. The change extended the minimum examination period from once every three years to once every five years. As a result, the estimated number of scheduled exams was reduced.

Item 9. Implemented in FY 09, electronic rate & policy filing were accepted through an online service provider (SERFF). The number of filings increased after the implementation of SERFF.

VARIANCE REPORT

PROGRAM TITLE:

ENFORCEMENT OF FAIR BUSINESS PRACTICES

7/28/10

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100104

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	171.00	148.00	- 23.00	13	161.00	148.00	- 13.00	8	161.00	155.00	- 6.00	4
EXPENDITURES (\$1000's)	14,158	12,233	- 1,925	14	3,362	3,169	- 193	6	11,112	10,006	- 1,106	10
TOTAL COSTS												
POSITIONS	171.00	148.00	- 23.00	13	161.00	148.00	- 13.00	8	161.00	155.00	- 6.00	4
EXPENDITURES (\$1000's)	14,158	12,233	- 1,925	14	3,362	3,169	- 193	6	11,112	10,006	- 1,106	10
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM.					NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE:

OFFICE OF CONSUMER PROTECTION

PROGRAM-ID:

CCA-110

PROGRAM STRUCTURE NO: 10010401

VARIANCE REPORT

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	16.00	14.00	- 2.00	13	14.00	14.00	+ 0.00	0	14.00	14.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,651	1,417	- 234	14	420	392	- 28	7	1,205	1,102	- 103	9
TOTAL COSTS												
POSITIONS	16.00	14.00	- 2.00	13	14.00	14.00	+ 0.00	0	14.00	14.00	+ 0.00	0
EXPENDITURES (\$1000's)	1,651	1,417	- 234	14	420	392	- 28	7	1,205	1,102	- 103	9
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)					28	27	- 1	4	30	30	+ 0	0
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS					1000	1268	+ 268	27	1000	1085	+ 85	9
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)					1673	1396	- 277	17	300	650	+ 350	117
4. # DISPUTES HANDLED THRU ALT DISPUTE RESOLUTION					105	99	- 6	6	100	100	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. RESIDENT STATE POPULATION (000)					1300	1300	+ 0	0	1300	1300	+ 0	0
2. VISITORS TO HAWAII (000)					7000	7000	+ 0	0	7000	7000	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)					1000	1839	+ 839	84	1500	1600	+ 100	7
2. # OF COMPLAINTS INITIATED BY OCP					76	71	- 5	7	55	60	+ 5	9
3. # OF LANDLORD-TENANT DISPUTES PROCESSED					8000	7912	- 88	1	10000	9100	- 900	9
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL					700	532	- 168	24	700	700	+ 0	0
5. # OF LEGAL ACTIONS					19	13	- 6	32	15	15	+ 0	0
6. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES					5000	9391	+ 4391	88	6000	6500	+ 500	8
7. # PERSONS REACHED THRU EDUCATIONAL EFFORTS					13000	23926	+ 10926	84	5000	20000	+ 15000	300
8. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY					18	28	+ 10	56	20	21	+ 1	5

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

**10 01 04 01
CCA 110**

PART I - EXPENDITURES AND POSITIONS

Positions: The FY 09 variance resulted from position vacancies pending recruitment and filling or recruitment difficulties. The 2009 legislative session eliminated three vacant positions (two permanent and one temporary positions) effective July 1, 2009.

Expenditures: The FY 09 variance is generally attributed to position vacancies and unexpended litigation funds. Litigation costs are contingent on the number of complaints filed and the nature of the complaints.

PART II - MEASURES OF EFFECTIVENESS

Item 2. Reflects increased number of cases being processed by the investigative section.

Item 3. Decrease in FY 09 reflects OCP's commitment to maximize the amount of restitution to consumers adversely affected by unfair or deceptive trade practices by prioritizing the recovery of consumer restitution over the imposition of penalties. The FY 10 estimate reflects disposition of multi-state enforcement actions. The figures are often difficult to project since it is often dependent on when the states reach consensus on a case's final disposition.

PART III - PROGRAM TARGET GROUPS

No variances in the Program Target Group.

PART IV - PROGRAM ACTIVITIES

Item 1. Increased exposure of the office has led to the filing of more consumer complaints.

Item 4. Increased coordination with the legal section has diminished the number of cases resolved at the investigative level.

Item 5. Previous successful prosecution of cases against unaccredited

degree granting institutions caused numerous schools to leave Hawaii, obviating the need for OCP to file legal actions against them. Additionally, OCP has focused on larger more complex cases.

Item 6. Increased exposure of OCP has led to increase in inquiries.

Item 7. Increased emphasis on consumer outreach has led to a marked increase in the level of consumer education.

Item 8. Increase in the number of consumer protection related bills necessitated increase in testimony at the Legislature.

STATE OF HAWAII
PROGRAM TITLE: MEASUREMENT STANDARDS
PROGRAM-ID: AGR-812
PROGRAM STRUCTURE NO: 10010402

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10						
	BUDGETED	ACTUAL	±	CHANGE	%	BUDGETED	ACTUAL	±	CHANGE	%	BUDGETED	ESTIMATED	±	CHANGE	%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	15.00	10.00	-	5.00	33	11.00	10.00	-	1.00	9	11.00	6.00	-	5.00	45
EXPENDITURES (\$1000's)	685	573	-	112	16	142	142	+	0	0	417	381	-	36	9
TOTAL COSTS															
POSITIONS	15.00	10.00	-	5.00	33	11.00	10.00	-	1.00	9	11.00	6.00	-	5.00	45
EXPENDITURES (\$1000's)	685	573	-	112	16	142	142	+	0	0	417	381	-	36	9

-631-

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: MEASUREMENT STANDARDS

**10 01 04 02
AGR 812**

PART I - EXPENDITURES AND POSITIONS

Variance in expenditures due to vacant positions. Variance in positions was due to the lack of qualified applicants to fill positions.

Projected variances in FY 10 are due to furlough restrictions, hiring freeze and layoffs.

PART II - MEASURES OF EFFECTIVENESS

Items 4, 6, 7, 8, 9- No data collected.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Items 1, 3, 6, 7, 10- Variance due to vacancies in inspection staff.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

BUSINESS REGISTRATION & SECURITIES REGULATN

7/28/10

PROGRAM-ID:

CCA-111

PROGRAM STRUCTURE NO:

10010403

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	75.00	63.00	- 12.00	16	71.00	64.00	- 7.00	10	71.00	70.00	- 1.00	1
EXPENDITURES (\$1000's)	6,505	5,377	- 1,128	17	1,524	1,410	- 114	7	5,186	4,684	- 502	10
TOTAL COSTS												
POSITIONS	75.00	63.00	- 12.00	16	71.00	64.00	- 7.00	10	71.00	70.00	- 1.00	1
EXPENDITURES (\$1000's)	6,505	5,377	- 1,128	17	1,524	1,410	- 114	7	5,186	4,684	- 502	10
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+ 0	0	1	1	+ 0	0	1	1	+ 0	0
2. AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	3	5	+ 2	67	3	5	+ 2	67	3	5	+ 2	67
3. AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	+ 0	0	25	25	+ 0	0	25	25	+ 0	0
4. AV DAYS TO PROCESS APPLICS FOR SALESPERSONS	15	15	+ 0	0	15	15	+ 0	0	15	15	+ 0	0
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	+ 0	0	15	15	+ 0	0	15	15	+ 0	0
6. AVG AGE OF CASES PENDING IN INVESTIGATIONS SECTION	450	459	+ 9	2	450	550	+ 100	22	450	550	+ 100	22
7. AVG AGE OF CASES PENDING IN LEGAL SECTION	550	595	+ 45	8	550	550	+ 0	0	550	550	+ 0	0
8. AVG AGE OF ALL CASES PENDING IN ENFORCEMENT	500	527	+ 27	5	500	550	+ 50	10	500	550	+ 50	10
9. TOTAL DOLLAR AMOUNT OF PENALTIES IMPOSED	1250000	81500	- 1168500	93	100000	3202273	+ 3102273	3102	100000	3202273	+ 3102273	3102
PART III: PROGRAM TARGET GROUP												
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC(000)	170000	157160	- 12840	8	160000	158000	- 2000	1	160000	158000	- 2000	1
2. DLRS, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	77000	84486	+ 7486	10	75000	86200	+ 11200	15	75000	86200	+ 11200	15
PART IV: PROGRAM ACTIVITY												
1. # DOCS FOR PROC & ANN REPTS, STMTS SENT OUT BY DRB	13684	0	- 13684	100	14000	0	- 14000	100	14000	0	- 14000	100
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	30000	40614	+ 10614	35	33000	34300	+ 1300	4	33000	34300	+ 1300	4
3. # ENFORCE CASES OPENED FOR INVES DESIGN TIME PER	65	77	+ 12	18	65	65	+ 0	0	65	65	+ 0	0
4. # DISCIPLINARY/ENFORCE-RELATED INQUIRIES RECEIVED	1575	1540	- 35	2	1550	1550	+ 0	0	1550	1550	+ 0	0
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	60	72	+ 12	20	60	60	+ 0	0	60	60	+ 0	0
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	45	49	+ 4	9	45	55	+ 10	22	45	55	+ 10	22
7. # OF PRELIM ORDERS AND SETTLMNTS COMPLETED	15	27	+ 12	80	13	20	+ 7	54	13	20	+ 7	54
8. # OF SUSPENSIONS OR BARS IMPOSED	4	17	+ 13	325	4	9	+ 5	125	4	9	+ 5	125
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	53000	58432	+ 5432	10	55000	33485	- 21515	39	55000	33485	- 21515	39

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

10 01 04 03
CCA 111

PART I - EXPENDITURES AND POSITIONS

Positions: The variance resulted from the hiring freeze in conjunction with the attrition of staff.

Expenditures: The variance in expenditure was due in part to the position vacancies, delay in expenditure for the purchase of new computer terminals replacing those lapsing in warranty, and the division not renewing contract for student investor education.

PART II - MEASURES OF EFFECTIVENESS

Item 2. Average days processing corporations, partnerships, LLCs, trade names with regular handling was underestimated. The vacancies in the processing branch remained high throughout the year. We estimate a similar increased processing time for FY 10 in part due to vacancies and furloughs.

Item 9. Total dollar amount of penalties imposed was overestimated for FY 09. The reason for this discrepancy is that the amount imposed in FY 09 in enforcement cases is dependent on the cases we receive, the cases that settle, the willingness of respondents to delay or resolve cases quickly, and the specific facts and grievances of a case. The division cannot control most of these factors and can only predict outcomes with varying accuracies. We have significantly increased estimates for FY 10 in anticipation of the resolution of several new global settlements.

PART III - PROGRAM TARGET GROUPS

Item 2. The estimated size of the securities industry in Hawaii was underestimated in FY 09 due to the significant contraction and turmoil in the industry nationally. The actual numbers came back higher than estimated last year so we have raised our estimates for FY 10.

PART IV - PROGRAM ACTIVITIES

Item 1. The division no longer automatically mails out hard copies of annual report statements to remind filers to file. Notification is primarily

by email and documents for purchase are now easily available online.

Item 2. The variance is due to the contraction of the securities industry, we estimated that applications would be low; however, applications were above estimates.

Item 3. The variance is due to an unexpected number of cases reported to the division that were opened for investigation.

Item 5. The number of complaints resolved at the investigative level was underestimated. Our investigators were able to resolve more cases at the investigation level than expected; this may be due in part to a number of complaints that were not securities related and were referred out.

Item 7. The variance is due in part to the unpredictable nature of case resolution which is heavily dependent on the willingness of respondents to delay, cooperate or resolve cases quickly, and the specific facts and grievances of a case. This year, we were able to settle and issue preliminary orders in more cases than expected.

Item 8. The variance is due in part to cases with multiple respondents and to the unpredictable nature of enforcement cases that may include greater or fewer respondents than anticipated and may result in consent orders that do not include bars or suspensions rather than other forms of resolution. In addition, estimates of case resolution are unpredictable in that they depend on the willingness of respondents to delay, cooperate or resolve cases in one manner or another, and the specific facts and grievances of a case. This year, we imposed more suspensions and bars than expected.

Item 9. The variance is due in part to participation in larger events like the OHA radio program and higher turn out at program activities. For FY 10, we anticipate more presentations and events than FY 09 but the estimated number is lower since several large events like the OHA radio program were not available to us for FY 10.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

PROGRAM TITLE:

REGULATED INDUSTRIES COMPLAINTS OFFICE

7/28/10

PROGRAM-ID:

CCA-112

PROGRAM STRUCTURE NO:

10010404

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	65.00	61.00	- 4.00	6	65.00	60.00	- 5.00	8	65.00	65.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,317	4,866	- 451	8	1,276	1,225	- 51	4	4,304	3,839	- 465	11
TOTAL COSTS												
POSITIONS	65.00	61.00	- 4.00	6	65.00	60.00	- 5.00	8	65.00	65.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,317	4,866	- 451	8	1,276	1,225	- 51	4	4,304	3,839	- 465	11
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. #CONSUMERS DIRECTLY AFFECTED BY RICO ACTIONS (000)					100	94	- 6	6	100	94	- 6	6
2. # BUSINESSES DIRECTLY AFFECTED BY INVESTIGATIONS					2000	2729	+ 729	36	2000	2500	+ 500	25
3. DOLLAR AMOUNT OF FINES ASSESSED					1000000	1527054	+ 527054	53	1000000	1000000	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1421	1389	- 32	2	1435	1394	- 41	3
2. LICENSEES (000)					126	126	+ 0	0	267	126	- 141	53
3. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA					45	49	+ 4	9	45	49	+ 4	9
PART IV: PROGRAM ACTIVITY												
1. # INQUIRIES RECEIVED BY RICO					15000	13076	- 1924	13	15000	14000	- 1000	7
2. # COMPLAINTS RECEIVED					3700	3974	+ 274	7	3800	3800	+ 0	0
3. # LEGAL ACTIONS					300	397	+ 97	32	300	300	+ 0	0
4. # COMPLAINT HISTORY INQUIRIES RECEIVED BY RICO					60000	570008	+ 510008	850	65000	550000	+ 485000	746
5. # PERSONS REACHED THROUGH EDUCATIONAL EFFORTS					85000	50104	- 34896	41	85000	50104	- 34896	41
6. # ASSISTS ON DEPT/NON-RICO MATTERS BY NI OFFICES					8250	6580	- 1670	20	8500	7000	- 1500	18

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

**10 01 04 04
CCA 112**

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

Item 2. The increase reflects a larger number of cases with multiple respondents.

Item 3. The increase reflects larger number of legal actions.

PART III - PROGRAM TARGET GROUPS

No significant variances in the Program Target Group.

PART IV - PROGRAM ACTIVITIES

Item 1. The decrease reflects a greater reliance on online resources.

Item 3. The increase reflects internal adjustments to increase productivity as well as a larger number of cases warranting disciplinary action.

Item 4. The variance reflects actual telephone and online complaints history reports.

Item 5. The decrease reflects a reduction of outreach activities due to a reduction in travel and available staffing.

Item 6. The decrease reflects the effect of the Business Action Center on the island of Hawaii as well as a greater reliance on online resources.

STATE OF HAWAII

PROGRAM TITLE:

GENERAL SUPPORT

PROGRAM-ID:

CCA-191

PROGRAM STRUCTURE NO: 100105

VARIANCE REPORT

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	45.00	41.00	- 4.00	9	46.00	41.00	- 5.00	11	46.00	45.00	- 1.00	2
EXPENDITURES (\$1000's)	5,715	5,122	- 593	10	1,314	1,194	- 120	9	4,639	4,541	- 98	2
TOTAL COSTS												
POSITIONS	45.00	41.00	- 4.00	9	46.00	41.00	- 5.00	11	46.00	45.00	- 1.00	2
EXPENDITURES (\$1000's)	5,715	5,122	- 593	10	1,314	1,194	- 120	9	4,639	4,541	- 98	2
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS					85	77	- 8	9	85	85	+ 0	0
2. %HRGS OFFCR REC ORDERS ADOPTED BY FINAL ADM AUTH					90	91	+ 1	1	90	90	+ 0	0
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN					90	93	+ 3	3	90	90	+ 0	0
4. %CASES RESLVD BY HRGS OFF BEFORE END OF HRG PROC					35	38	+ 3	9	35	35	+ 0	0
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER					95	94	- 1	1	95	95	+ 0	0
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD					95	96	+ 1	1	95	95	+ 0	0
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED					60	55	- 5	8	70	52	- 18	26
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME					86	87	+ 1	1	86	82	- 4	5
PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)					1421	1389	- 32	2	1435	1394	- 41	3
2. LICENSEES (000)					370	368	- 2	1	372	374	+ 2	1
3. DCCA DIVISIONS					12	12	+ 0	0	12	12	+ 0	0
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA					49	50	+ 1	2	50	51	+ 1	2
5. DCCA EMPLOYEES					393	370	- 23	6	384	373	- 11	3
PART IV: PROGRAM ACTIVITY												
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS					450	427	- 23	5	450	450	+ 0	0
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES					300	332	+ 32	11	300	300	+ 0	0
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS					250	187	- 63	25	250	200	- 50	20
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS					225	242	+ 17	8	225	225	+ 0	0
5. # INFO PRESENTNS TO PUBLIC FOR EDUC GUIDANCE					24	31	+ 7	29	24	24	+ 0	0
6. # SYSTEMS ADDED OR ENHANCED					130	125	- 5	4	150	118	- 32	21
7. # OF INFORMATION SYSTEMS WORK REQUESTS					4380	4200	- 180	4	4200	3959	- 241	6

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: GENERAL SUPPORT

**10 01 05
CCA 191**

PART I - EXPENDITURES AND POSITIONS

The position variance is due to position vacancies and the abolishment of a position.

The expenditure variance is primarily due to savings in personal services, other current expenses and equipment.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 2. The increase in the number of pre-hearing events reflects the increase in the number of cases filed with the Office of Administrative Hearings in FY 09.

Item 3. The decrease in the number of hearings conducted by the Office of Administrative Hearings is a reflection of the decrease in the number of cases filed in FY 09.

Item 5. The actual number of events participated in for FY 09 exceeded the projected amount due to the additional opportunities available to provide the public with consumer education materials.

STATE OF HAWAII

PROGRAM TITLE:

ENFORCEMENT OF INFORMATION PRACTICES

PROGRAM-ID:

LTG-105

PROGRAM STRUCTURE NO: 1002

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	401	399	- 2	0	107	102	- 5	5	320	271	- 49	15
TOTAL COSTS												
POSITIONS	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0	5.00	5.00	+ 0.00	0
EXPENDITURES (\$1000's)	401	399	- 2	0	107	102	- 5	5	320	271	- 49	15

	FISCAL YEAR 2008-09					FISCAL YEAR 2009-10				
	PLANNED	ACTUAL	+ CHANGE		%	PLANNED	ESTIMATED	+ CHANGE		%
PART II: MEASURES OF EFFECTIVENESS										
1. % APPEALS FR DENIAL OF ACCESS RESOLVED W/IN 30 DYS	70	21	-	49	70	70	26	-	44	63
2. % OF ADVISORY OPINIONS RENDERED WITHIN 45 DAYS	70	45	-	25	36	70	33	-	37	53
3. % OF SUNSHINE LAW INVESTIGATIONS COMP W/IN 45 DAYS	80	11	-	69	86	80	18	-	62	78
4. % ASSIST ENF AGEN COMPL RESP REQ COMP W/IN 30 DAYS	50	68	+	18	36	50	35	-	15	30
5. % GENERAL INQUIRIES (AOD) RESPONDED TO W/IN 1 DAY	95	95	+	0	0	95	95	+	0	0
6. % NEW BOARD MEMBERS REC'G SUNSHINE LAW TRAINING	60	NO DATA	-	60	100	60	60	+	0	0
7. % AGENCIES COMPLYING WITH RECORD REPORTING SYSTEM	50	83	+	33	66	50	83	+	33	66
8. NO. OF OPENLINE NEWSLETTERS AND GUIDANCE MEMORANDA	9	4	-	5	56	9	5	-	4	44
9. NO. OF TRAINING PRESENTATIONS TO AGENCIES/BOARDS	18	22	+	4	22	18	13	-	5	28
10. NO. OF PUBLIC INFORMATIONAL PRESENTATIONS	1	1	+	0	0	1	1	+	0	0

PART III: PROGRAM TARGET GROUP											
1.	DE FACTO POPULATION OF HAWAII	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
2.	ALL STATE AND COUNTY AGENCIES	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
3.	ALL STATE AND COUNTY GOVERNMENT EMPLOYEES	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0
4.	OTHERS INTERESTED IN HAWAII GOVT RECORDS & MTGS	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0

PART IV: PROGRAM ACTIVITY										
1. GENERAL GUIDANCE RE: UIPA & SUNSHINE LAW ISSUES	800	798	-	2	0	800	800	+	0	0
2. ASSISTANCE PROVIDED TO OBTAIN AGENCY RECORDS	50	49	-	1	2	50	50	+	0	0
3. FORMAL OPINIONS ISSUED	5	1	-	4	80	5	5	+	0	0
4. INFORMAL OPINIONS ISSUED	40	25	-	15	38	40	30	-	10	25
5. INVESTIGATIONS RE: SUNSHINE LAW COMPLIANCE	15	14	-	1	7	15	15	+	0	0
6. LAWSUITS MONITORED	5	10	+	5	100	5	6	+	1	20
7. LEGISLATION MONITORED/TESTIFIED	125	103	-	22	18	125	95	-	30	24
8. PUBLICATIONS (OPENLINE/EDUC MATERIALS/REPORTS)	9	8	-	1	11	9	9	+	0	0
9. RRS REPORTS INPUTTED/RECEIVED	24	45	+	21	88	24	200	+	176	733
10. TRAINING WORKSHOPS ON UIPA AND SUNSHINE LAW	18	22	+	4	22	18	16	-	2	11

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

10 02
LTG 105

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

Items 1, 2 and 3: The actual percentages are less than planned due primarily to reduced staffing, including the departure of the Director in November 2009 with part-time staff attorney taking over those duties, and to the entire staff being subject to the furlough. The Office of Information Practices (OIP) also expended staff resources in appealing a lawsuit brought by Kauai County against OIP.

Item 4: This number may be higher due to the type of requests being made and greater agency compliance.

Item 6: No data compiled. Due to staffing issues, annual state training of new board members was not conducted from which data may be provided.

Item 7: The variance reflects greater agency compliance, in part because of OIP's retention of former RRS Specialist who provided more training and follow up.

Items 8 and 9: The variances are due to reduced staffing and furloughs.

PART III - PROGRAM TARGET GROUPS

No data.

PART IV - PROGRAM ACTIVITIES

Item 3: The variance is due to efforts to resolve more case files by informal opinions because of reduced staffing and furloughs.

Item 4: The variance is due to reduced staffing and furloughs.

Item 6: The increase is a reflection of actual court cases that are filed by

third parties.

Item 7: This number cannot be accurately estimated as it is driven by legislation introduced related to the statutes administered by OIP.

Item 8: The variance is due to reduced staffing and furloughs.

Item 9: The variance is due to rehiring of a former Records Report Specialist who provided more training and assistance.

Item 10: The number is driven by actual requests made to OIP by agencies for training.

VARIANCE REPORT

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	143.00	130.00	- 13.00	9	143.00	125.00	- 18.00	13	143.00	134.00	- 9.00	6
EXPENDITURES (\$1000's)	13,518	13,440	- 78	1	3,598	3,295	- 303	8	10,803	10,158	- 645	6
TOTAL COSTS												
POSITIONS	143.00	130.00	- 13.00	9	143.00	125.00	- 18.00	13	143.00	134.00	- 9.00	6
EXPENDITURES (\$1000's)	13,518	13,440	- 78	1	3,598	3,295	- 303	8	10,803	10,158	- 645	6

	FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES	5	5	+ 0	0	5	5	+ 0	0

Intermediate Level Program
No Narrative
(See Lowest Level Programs for Explanation of Variances)

STATE OF HAWAII

PROGRAM TITLE:

OFFICE OF THE PUBLIC DEFENDER

PROGRAM-ID:

BUF-151

PROGRAM STRUCTURE NO:

100301

VARIANCE REPORT

REPORT V61

7/28/10

PART I: EXPENDITURES & POSITIONS RESEARCH & DEVELOPMENT COSTS POSITIONS EXPENDITURES (\$1,000's)	FISCAL YEAR 2008-09					THREE MONTHS ENDED 09-30-09					NINE MONTHS ENDING 06-30-10				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
OPERATING COSTS POSITIONS EXPENDITURES (\$1000's)	82.00	75.00	-	7.00	9	82.00	73.00	-	9.00	11	82.00	82.00	+	0.00	0
	9,320	9,575	+	255	3	2,479	2,393	-	86	3	7,437	6,357	-	1,080	15
TOTAL COSTS POSITIONS EXPENDITURES (\$1000's)	82.00	75.00	-	7.00	9	82.00	73.00	-	9.00	11	82.00	82.00	+	0.00	0
	9,320	9,575	+	255	3	2,479	2,393	-	86	3	7,437	6,357	-	1,080	15

PART II: MEASURES OF EFFECTIVENESS	FISCAL YEAR 2008-09					FISCAL YEAR 2009-10				
	PLANNED	ACTUAL	± CHANGE	%		PLANNED	ESTIMATED	± CHANGE	%	
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	5	5	+	0	0	5	5	+	0	0
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES	458	458	+	0	0	469	469	+	0	0
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMILY COURT	186	186	+	0	0	191	191	+	0	0
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES	5	5	+	0	0	5	5	+	0	0
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS	90	90	+	0	0	90	90	+	0	0

PART III: PROGRAM TARGET GROUP															
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES	5234	5234	+	0	0	5339	5339	+	0	0					
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES	35724	35724	+	0	0	36438	36438	+	0	0					
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES	133	133	+	0	0	136	136	+	0	0					
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES	225	225	+	0	0	230	230	+	0	0					
5. INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES	7424	7424	+	0	0	7572	7572	+	0	0					
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES	2106	2106	+	0	0	2148	2148	+	0	0					

PART IV: PROGRAM ACTIVITY															
1. CASES ACCEPTED - FELONY	4687	4687	+	0	0	4781	4781	+	0	0					
2. CASES ACCEPTED - MISDEMEANOR	34524	34524	+	0	0	35214	35214	+	0	0					
3. CASES ACCEPTED - FAMILY COURT	6157	6157	+	0	0	6280	6280	+	0	0					
4. CASES ACCEPTED - APPEAL	133	133	+	0	0	136	136	+	0	0					
5. CASES ACCEPTED - MENTAL COMMITMENT	225	225	+	0	0	230	230	+	0	0					
6. CASES ACCEPTED - PRISON	2106	2106	+	0	0	2148	2148	+	0	0					

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

**10 03 01
BUF 151**

PART I - EXPENDITURES AND POSITIONS

FY 2008-09

The variances in expenditures and positions in FY 09 were primarily due to 7.00 vacant positions.

FY 2009-10

Expenditure and positions - The 1st quarter variance in positions are due to 9.00 vacant positions. These vacant positions are expected to be filled by the end of the fiscal year with due consideration given to the Executive policy currently in place. The variance in expenditures is due to vacant positions and current expense costs that were lower during the 1st quarter than planned. For the remainder of FY 10, we are anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

No variances.

PART III - PROGRAM TARGET GROUPS

No variances.

PART IV - PROGRAM ACTIVITIES

No variances.

STATE OF HAWAII

PROGRAM TITLE:

CONVEYANCES AND RECORDINGS

PROGRAM-ID:

LNR-111

PROGRAM STRUCTURE NO: 100303

VARIANCE REPORT

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	60.00	54.00	- 6.00	10	60.00	52.00	- 8.00	13	60.00	52.00	- 8.00	13
EXPENDITURES (\$1000's)	4,040	3,746	- 294	7	1,079	865	- 214	20	3,239	3,685	+ 446	14
TOTAL COSTS												
POSITIONS	60.00	54.00	- 6.00	10	60.00	52.00	- 8.00	13	60.00	52.00	- 8.00	13
EXPENDITURES (\$1000's)	4,040	3,746	- 294	7	1,079	865	- 214	20	3,239	3,685	+ 446	14
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS					7	7	+ 0	0	7	5	- 2	29
2. NO. DAYS BETWN RECORDING & COMPLETION - LAND COURT					60	60	+ 0	0	60	60	+ 0	0
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES					1	1	+ 0	0	1	1	+ 0	0
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES					2	2	+ 0	0	2	2	+ 0	0
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION					2	2	+ 0	0	2	2	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM					190000	202669	+ 12669	7	190000	205000	+ 15000	8
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT					105000	109776	+ 4776	5	105000	110000	+ 5000	5
3. LAND COURT CERTIFICATES OF TITLE ISSUED					43000	44369	+ 1369	3	43000	40000	- 3000	7
4. LAND COURT ORDERS RECORDED					3800	4024	+ 224	6	3800	4000	+ 200	5
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM					160	80	- 80	50	160	75	- 85	53
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS					130000	125826	- 4174	3	130000	130000	+ 0	0
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED					220	103	- 117	53	220	100	- 120	55
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM					190000	202669	+ 12669	7	190000	205000	+ 15000	8
2. NO. OF DOCUMENTS PROCESSED - LAND COURT					100000	109776	+ 9776	10	100000	110000	+ 10000	10
3. LAND COURT CERTIFICATES OF TITLE PRODUCED					30000	44369	+ 14369	48	30000	35000	+ 5000	17
4. LAND COURT ORDERS PROCESSED					3000	4024	+ 1024	34	3000	4000	+ 1000	33
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM					175	80	- 95	54	175	75	- 100	57
6. CERTIFIED COPIES PROCESSED					130000	125826	- 4174	3	130000	130000	+ 0	0
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED					220	103	- 117	53	220	100	- 120	55

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 09: Number of positions filled was less than budgeted due to vacancies attributed to retirements.

FY 10: Position variance is due to the delay in recruitment and inability to fill vacancies. The variance in expenditures is attributed to reductions and restrictions imposed due to budget shortfalls.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 5: The number of maps being filed and processed has decreased due to the economic conditions in Hawaii.

Item 7: Uniform Commercial Code searches declined due to the economy.

PART IV - PROGRAM ACTIVITIES

Items 2, 3, & 4: The increase in the number of Land Court orders processed and certificates of title produced is due to the increased priority in the verification of land court documents. Certification of land court documents is a priority for the Bureau.

Items 5 & 7: Maps and Uniform Commercial Code searches have declined due to the economy.

STATE OF HAWAII

PROGRAM TITLE:

COMMISSION ON THE STATUS OF WOMEN

PROGRAM-ID:

HMS-888

PROGRAM STRUCTURE NO: 100304

VARIANCE REPORT

REPORT V61

7/28/10

	FISCAL YEAR 2008-09				THREE MONTHS ENDED 09-30-09				NINE MONTHS ENDING 06-30-10			
	BUDGETED	ACTUAL	+ CHANGE	%	BUDGETED	ACTUAL	+ CHANGE	%	BUDGETED	ESTIMATED	+ CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	1.00	1.00	+	0.00	1.00	0.00	-	1.00	1.00	0.00	-	1.00
EXPENDITURES (\$1000's)	158	119	-	39	40	37	-	3	127	116	-	11
TOTAL COSTS												
POSITIONS	1.00	1.00	+	0.00	1.00	0.00	-	1.00	1.00	0.00	-	1.00
EXPENDITURES (\$1000's)	158	119	-	39	40	37	-	3	127	116	-	11
					FISCAL YEAR 2008-09				FISCAL YEAR 2009-10			
					PLANNED	ACTUAL	+ CHANGE	%	PLANNED	ESTIMATED	+ CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. NO. WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL					40	40	+	0	40	40	+	0
2. NO. WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS					25	31	+	6	26	26	+	0
3. NO. WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS					52	53	+	1	54	54	+	0
4. NO. WOMEN VOTING AS % TOTAL POPULATN ELGBL TO VOTE					35	38	+	3	36	36	+	0
5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE					20	20	+	0	20	20	+	0
6. % OF STATE POPULATION REACHED BY COMMISSION PROGMS					75	50	-	25	75	50	-	25
7. NO. OF INQUIRIES TO COMMISSION ON WOMEN'S ISSUES					2232	2300	+	68	2450	2232	-	218
PART III: PROGRAM TARGET GROUP												
1. TOTAL STATE POPULATION (THOUSANDS)					1406	1406	+	0	1406	1406	+	0
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)					719	719	+	0	719	719	+	0
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)					300	300	+	0	300	300	+	0
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)					453	453	+	0	453	453	+	0
5. FEMALES OVER 65 (THOUSANDS)					109	109	+	0	109	109	+	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF INTER-ORGANIZATION/AGENCY MEETINGS					300	300	+	0	300	300	+	0
2. NO. OF EDUC/INFO MATERIALS PRODUCED AND CIRCULATED					350000	200000	-	150000	350000	200000	-	150000
3. NO. PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD					200	100	-	100	200	100	-	100
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)					200	100	-	100	200	100	-	100
5. NO. OF NATIONAL & INTNTL TECH ASSIST/INFO CONTACTS					200	200	+	0	200	200	+	0
6. NO. SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF					36	30	-	6	36	30	-	6
7. NUMBER OF BILLS RESEARCHED, INITIATED, SUPPORTED					50	46	-	4	50	46	-	4
8. NUMBER OF PAY EQUITY WORKING GROUP SEMINARS					10	10	+	0	10	10	+	0
9. NO. ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN					1	1	+	0	1	1	+	0

VARIANCE REPORT NARRATIVE FY 2009 AND FY 2010

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

**10 03 04
HMS 888**

PART I - EXPENDITURES AND POSITIONS

Position and funds expended reduced due to layoffs, furloughs and restrictions.

PART II - MEASURES OF EFFECTIVENESS

2. There was an increase in female members in the House of Representatives.

6. Reduction in publications and information outreach and distribution as a factor of budget reductions.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

2. Reduction in publications and information outreach and distribution as a factor of budget reductions.

3. Due to budget restraints and an open position due to a retirement.

4. Reduced projects and events.

6. Reduced travel to neighbor island due to on-going cost reduction measures.